



# Service Bulletin

File in Section: -

Bulletin No.: 17-NA-297

Date: November, 2017

## INFORMATION

**Subject: Memory Mirror Positions Lost and/or Reverse Tilt is Inoperative**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2016	2018				
	LaCrosse	2013	2018				
Cadillac	ATS	2013	2018				
	CTS	2013	2018				
	CT6	2016	2018				
	ELR	2014	2016				
	Escalade Models	2015	2018				
	SRX	2013	2016				
	XTS	2013	2018				
	XT5	2017	2018				
Chevrolet	Camaro, Corvette, Equinox	2014	2018				
	Silverado 1500	2014	2014				
	Impala	2017	2018				
	Silverado, Suburban	2015	2018				
	Traverse	2018	2018				
GMC	Sierra, Terrain, Yukon Models	2013	2013				
	Terrain	2014	2018				
	Sierra 1500	2014	2014				
	Sierra	2015	2018				
	Acadia	2017	2018				

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional Options (RPOs)</b>	Equipped with MEMORY-SEAT ADJUSTER, MIRROR, POWER, DRIVER, PERSONALIZATION (RPO A45)
<b>Condition</b>	Some customers may comment after a vehicle service event that both the save memory positions for the mirrors, and the curb view positions, may no longer be set to the previously stored positions.
<b>Cause</b>	This condition may be caused when the memory module experiences a loss of Keep Alive Memory (KAM). The seat memory control module will lose its stored position for the memory mirror and the reverse tilt position. <b>Note:</b> The seat position memory is not affected by this issue.
<b>Correction</b>	Assist the customer is setting the position for the memory mirror and the reverse tilt. No additional action required and no components should be replaced in an attempt to resolve this condition.

<b>Version</b>	2
<b>Modified</b>	Released September 20, 2017 November 17, 2017 – Revised information under the Condition, Cause and Correction sections and removed the Service Procedure and Warranty Information.

